

STATE OF COLORADO

PUBLIC UTILITIES COMMISSION

Raymond L. Gifford, Chairman
Polly Page, Commissioner
Jim Dyer, Commissioner
Bruce N. Smith, Director

Department of Regulatory Agencies

M. Michael Cooke
Executive Director



Bill Owens
Governor

RECEIVED

JUN 25 2001

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FCC MAIL ROOM

June 20, 2001

Magalie Roman Salas
Commission Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

RE: CC DOCKET NO. 98-67

Dear Madam:

As you know, State and Telecommunications Relay Services (TRS) providers must submit annual consumer complaint log summaries with the Federal Communications Commission on or before July 2, 2001.

Attached is the annual complaint log for June 2000 – May 2001 (Attachment # 1) for the State of Colorado as well as a summary (Attachment # 2) and four copies, as requested.

If I can be of further assistance to you, please do not hesitate to contact me via TDD 303 894 2512 or EMAIL Joe.Benedetto@Dora.State.Co.Us.

Kindest regards.

Sincerely,

Joe Benedetto
State Relay Administrator
Colorado Public Utilities Commission

Attachment # 1: Complaint Log Summary, June 1, 2000 - May 31, 2001
Attachment # 2: Summary of Complaints, June 1, 2000 – May 31, 2001
Attachment # 3: Diskette of Attachments #1 and #2

Copy: Jenifer Simpson, Disabilities Rights Office, FCC
Also forwarded: Attachments #1, #2, and #3

1580 Logan Street, Office Level 2, Denver, Colorado 80203, 303-894-2000

www.dora.state.co.us/puc
Permit and Insurance (Outside Denver) 1-800-888-0170
TTY Users 1-800-659-2656 (Relay Colorado)
Consumer Affairs 303-894-2070

Consumer Affairs (Outside Denver) 1-800-456-0858
Hearing Information 303-894-2025
Transportation Fax: 303-894-2071
Fax: 303-894-2065

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Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	0	1	1%
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	2	1	3	2%
#03	Didn't Follow Cust. Instruct.	3	2	2	0	0	9	4	2	7	2	0	1	32	18%
#04	Didn't Keep Customer Informed	2	2	4	3	1	3	3	2	3	1	3	4	31	17%
#05	Agent Disconnected Caller	1	2	1	4	2	1	1	1	2	2	2	1	20	11%
#06	Poor Spelling	0	0	1	0	1	1	0	0	0	0	1	0	4	2%
#07	Typing Speed/Accuracy	2	0	1	1	0	0	0	4	0	0	0	0	8	4%
#08	Poor Voice Tone	0	0	0	0	0	0	0	1	1	0	0	1	3	2%
#09	Everything Relayed	3	0	1	1	1	1	1	0	0	0	0	0	8	4%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	1	2	2	2	1	3	0	0	0	0	1	0	12	7%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	1	0	1	2	1	1	0	1	1	1	12	7%
#18	Problem Answer Machine	6	3	1	1	1	1	0	0	1	1	0	0	15	8%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	4	4	3	2	1	3	3	4	3	1	0	2	30	17%
TOTAL		23	17	17	14	9	24	13	16	17	8	10	12	180	
TECHNICAL COMPLAINTS															
#22	Lost Branding	1	0	0	0	4	1	1	1	0	0	0	0	8	24%
#23	Charged for Local Call	0	0	0	0	0	0	0	1	0	0	0	0	1	3%
#24	Trouble Linking Up	0	0	0	0	0	2	0	0	0	0	4	0	6	18%
#25	Line Disconnected	0	1	0	0	0	1	0	2	0	0	0	0	4	12%
#26	Garbled Message	1	0	1	0	1	1	2	0	1	0	0	0	7	21%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	3%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	1	0	0	3	0	1	1	0	0	0	1	0	7	21%
TOTAL		3	1	1	3	6	6	4	4	1	0	5	0	34	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	1	0	0	0	0	0	0	0	0	0	0	0	1	
#34	Network Recording	0	0	0	0	1	0	0	0	0	0	0	0	1	
#35	Other	0	0	0	2	0	1	0	0	0	0	0	0	3	
	TOTAL	1	0	0	2	1	1	0	0	0	0	0	0	5	
	TOTAL CONTACT	27	18	18	19	16	31	17	20	18	8	15	12	219	

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 Colorado Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 1,074,347 outbound calls on behalf of Colorado Relay, receiving a total of two hundred nineteen (.02%) customer complaints. All two hundred nineteen complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these two hundred nineteen complaints were escalated for action to the State of Colorado or to the Federal Communications Commission.



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	POI
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	0	1	
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	1	1	
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	2	1	3	
#03	Didn't Follow Cust. Instruct.	3	2	2	0	0	9	4	2	7	2	0	1	32	
#04	Didn't Keep Customer Informed	2	2	4	3	1	3	3	2	3	1	3	4	31	
#05	Agent Disconnected Caller	1	2	1	4	2	1	1	1	2	2	2	1	20	
#06	Poor Spelling	0	0	1	0	1	1	0	0	0	0	1	0	4	
#07	Typing Speed/Accuracy	2	0	1	1	0	0	0	4	0	0	0	0	8	
#08	Poor Voice Tone	0	0	0	0	0	0	0	1	1	0	0	1	3	
#09	Everything Relayed	3	0	1	1	1	1	1	0	0	0	0	0	8	
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	
#11	VCO Procedures Not Followed	1	2	2	2	1	3	0	0	0	0	1	0	12	
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	
#17	Agent Was Rude	1	2	1	0	1	2	1	1	0	1	1	1	12	
#18	Problem Answer Machine	6	3	1	1	1	1	0	0	1	1	0	0	15	
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	
#21	Other Problem Type Complaint	4	4	3	2	1	3	3	4	3	1	0	2	30	
TOTAL		23	17	17	14	9	24	13	16	17	8	10	12	180	
TECHNICAL COMPLAINTS															
#22	Lost Branding	1	0	0	0	4	1	1	1	0	0	0	0	8	24%
#23	Charged for Local Call	0	0	0	0	0	0	0	1	0	0	0	0	1	3%
#24	Trouble Linking Up	0	0	0	0	0	2	0	0	0	0	4	0	6	18%
#25	Line Disconnected	0	1	0	0	0	1	0	2	0	0	0	0	4	12%
#26	Garbled Message	1	0	1	0	1	1	2	0	1	0	0	0	7	21%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	3%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	1	0	0	3	0	1	1	0	0	0	1	0	7	21%
TOTAL		3	1	1	3	6	6	4	4	1	0	5	0	34	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	1	0	0	0	0	0	0	0	0	0	0	0	1	
#34	Network Recording	0	0	0	0	1	0	0	0	0	0	0	0	1	
#35	Other	0	0	0	2	0	1	0	0	0	0	0	0	3	
	TOTAL	1	0	0	2	1	1	0	0	0	0	0	0	5	
	TOTAL CONTACT	27	18	18	19	16	31	17	20	18	8	15	12	219	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PERCENT
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	0	1	1%
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	2	1	3	2%
#03	Didn't Follow Cust. Instruct.	3	2	2	0	0	9	4	2	7	2	0	1	32	18%
#04	Didn't Keep Customer Informed	2	2	4	3	1	3	3	2	3	1	3	4	31	17%
#05	Agent Disconnected Caller	1	2	1	4	2	1	1	1	2	2	2	1	20	11%
#06	Poor Spelling	0	0	1	0	1	1	0	0	0	0	1	0	4	2%
#07	Typing Speed/Accuracy	2	0	1	1	0	0	0	4	0	0	0	0	8	4%
#08	Poor Voice Tone	0	0	0	0	0	0	0	1	1	0	0	1	3	2%
#09	Everything Relayed	3	0	1	1	1	1	1	0	0	0	0	0	8	4%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	1	2	2	2	1	3	0	0	0	0	1	0	12	7%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	1	0	1	2	1	1	0	1	1	1	12	7%
#18	Problem Answer Machine	6	3	1	1	1	1	0	0	1	1	0	0	15	8%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	4	4	3	2	1	3	3	4	3	1	0	2	30	17%
TOTAL		23	17	17	14	9	24	13	16	17	8	10	12	180	
TECHNICAL COMPLAINTS															
#22	Lost Branding	1	0	0	0	4	1	1	1	0	0	0	0	8	24%
#23	Charged for Local Call	0	0	0	0	0	0	0	1	0	0	0	0	1	3%
#24	Trouble Linking Up	0	0	0	0	0	2	0	0	0	0	4	0	6	16%
#25	Line Disconnected	0	1	0	0	0	1	0	2	0	0	0	0	4	12%
#26	Garbled Message	1	0	1	0	1	1	2	0	1	0	0	0	7	21%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	3%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	1	0	0	3	0	1	1	0	0	0	1	0	7	21%
TOTAL		3	1	1	3	6	6	4	4	1	0	5	0	34	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	1	0	0	0	0	0	0	0	0	0	0	0	1	
#34	Network Recording	0	0	0	0	1	0	0	0	0	0	0	0	1	
#35	Other	0	0	0	2	0	1	0	0	0	0	0	0	3	
TOTAL		1	0	0	2	1	1	0	0	0	0	0	0	5	
TOTAL CONTACT		27	18	18	19	16	31	17	20	18	8	15	12	219	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	0	1	1%
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	2	1	3	2%
#03	Didn't Follow Cust. Instruct.	3	2	2	0	0	9	4	2	7	2	0	1	32	18%
#04	Didn't Keep Customer Informed	2	2	4	3	1	3	3	2	3	1	3	4	31	17%
#05	Agent Disconnected Caller	1	2	1	4	2	1	1	1	2	2	2	1	20	11%
#06	Poor Spelling	0	0	1	0	1	1	0	0	0	0	1	0	4	2%
#07	Typing Speed/Accuracy	2	0	1	1	0	0	0	4	0	0	0	0	8	4%
#08	Poor Voice Tone	0	0	0	0	0	0	0	1	1	0	0	1	3	2%
#09	Everything Relayed	3	0	1	1	1	1	1	0	0	0	0	0	8	4%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	1	2	2	2	1	3	0	0	0	0	1	0	12	7%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	1	0	1	2	1	1	0	1	1	1	12	7%
#18	Problem Answer Machine	6	3	1	1	1	1	0	0	1	1	0	0	15	8%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	4	4	3	2	1	3	3	4	3	1	0	2	30	17%
TOTAL		23	17	17	14	9	24	13	16	17	8	10	12	180	
TECHNICAL COMPLAINTS															
#22	Lost Branding	1	0	0	0	4	1	1	1	0	0	0	0	8	24%
#23	Charged for Local Call	0	0	0	0	0	0	0	1	0	0	0	0	1	3%
#24	Trouble Linking Up	0	0	0	0	0	2	0	0	0	0	4	0	6	18%
#25	Line Disconnected	0	1	0	0	0	1	0	2	0	0	0	0	4	12%
#26	Garbled Message	1	0	1	0	1	1	2	0	1	0	0	0	7	21%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	3%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	1	0	0	3	0	1	1	0	0	0	1	0	7	21%
TOTAL		3	1	1	3	6	6	4	4	1	0	5	0	34	



Relay Colorado
June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	
#33	Carrier of Choice	1	0	0	0	0	0	0	0	0	0	0	0	1	
#34	Network Recording	0	0	0	0	1	0	0	0	0	0	0	0	1	
#35	Other	0	0	0	2	0	1	0	0	0	0	0	0	3	
TOTAL		1	0	0	2	1	1	0	0	0	0	0	0	5	
TOTAL CONTACT		27	18	18	19	16	31	17	20	18	8	15	12	219	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

COPY

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	0	1	1%
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	1	1	1%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	2	1	3	2%
#03	Didn't Follow Cust. Instruct.	3	2	2	0	0	9	4	2	7	2	0	1	32	18%
#04	Didn't Keep Customer Informed	2	2	4	3	1	3	3	2	3	1	3	4	31	17%
#05	Agent Disconnected Caller	1	2	1	4	2	1	1	1	2	2	2	1	20	11%
#06	Poor Spelling	0	0	1	0	1	1	0	0	0	0	1	0	4	2%
#07	Typing Speed/Accuracy	2	0	1	1	0	0	0	4	0	0	0	0	8	5%
#08	Poor Voice Tone	0	0	0	0	0	0	0	1	1	0	0	1	3	2%
#09	Everything Relayed	3	0	1	1	1	1	1	0	0	0	0	0	8	5%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	1	2	2	2	1	3	0	0	0	0	1	0	12	7%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	1	0	1	2	1	1	0	1	1	1	12	7%
#18	Problem Answer Machine	6	3	1	1	1	1	0	0	1	1	0	0	15	8%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	4	4	3	2	1	3	3	4	3	1	0	2	30	17%
TOTAL		23	17	17	14	9	24	13	16	17	8	10	12	180	
TECHNICAL COMPLAINTS															
#22	Lost Branding	1	0	0	0	4	1	1	1	0	0	0	0	8	24%
#23	Charged for Local Call	0	0	0	0	0	0	0	1	0	0	0	0	1	3%
#24	Trouble Linking Up	0	0	0	0	0	2	0	0	0	0	4	0	6	18%
#25	Line Disconnected	0	1	0	0	0	1	0	2	0	0	0	0	4	12%
#26	Garbled Message	1	0	1	0	1	1	2	0	1	0	0	0	7	21%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	3%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	1	0	0	3	0	1	1	0	0	0	1	0	7	21%
TOTAL		3	1	1	3	6	6	4	4	1	0	5	0	34	



Relay Colorado

June 2000 - May 2001



ATTACHMENT # 1

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		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Pct
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	1	0	0	0	0	0	0	0	0	0	0	0	1	20%
#34	Network Recording	0	0	0	0	1	0	0	0	0	0	0	0	1	20%
#35	Other	0	0	0	2	0	1	0	0	0	0	0	0	3	60%
TOTAL		1	0	0	2	1	1	0	0	0	0	0	0	5	
TOTAL CONTACT		27	18	18	19	16	31	17	20	18	8	15	12	219	

Attachment # 2**Summary Log for June 1, 2000 – May 31, 2001
Colorado Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 1,074,347 outbound calls on behalf of Colorado Relay, receiving a total of two hundred nineteen (.02%) customer complaints. All two hundred nineteen complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these two hundred nineteen complaints were escalated for action to the State of Colorado or to the Federal Communications Commission.

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